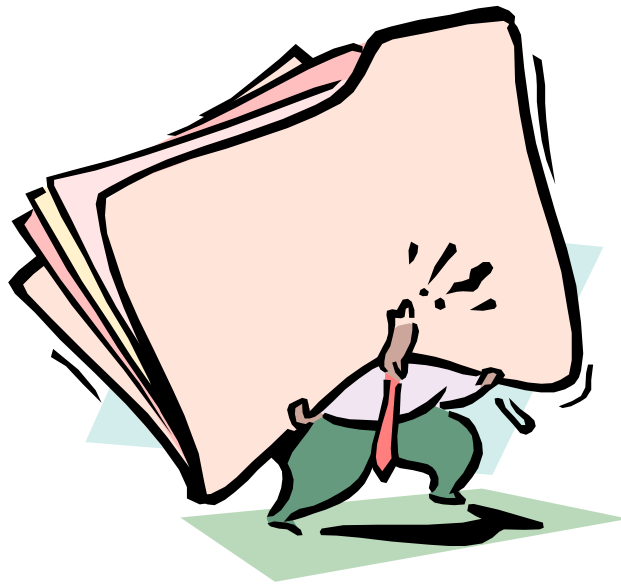


RECORDS MANAGEMENT MANUAL



METRO RECORDS CENTER
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SECTION 1

METRO RECORDS CENTER

GUIDELINES FOR USE

1. Ownership and primary responsibility for the administration of records transferred to the Metro Records Center remains with the department.
2. Each record series transferred to the Center needs a Records Disposition Authorization (RDA) approved by the Public Records Commission. The department agrees to cooperate with the Archives and the Metro Records Center in the development of the RDA.
3. Records to be transferred will be boxed and labeled in accordance to the instructions of the Metro Records Center.
4. A Records Transmittal and Receipt must accompany all transferred material.
5. Records will be made available only to the department.
6. The Metro Records Center will be notified as to who will be making requests. This should be limited to 2 or 3 persons.
7. Requests will be made by using the Metro Records Center bar code number and location.
8. Request may be made by phone, fax or e-mail.
9. Records requested will be pulled as soon as possible. As a general rule, 24 hours is needed.
10. Records may be picked up at the Metro Records Center or copies may be sent Metro Mail or faxed. Copied or faxed material should be 10 pages or less.
11. Departments will be notified when records become eligible for destruction.

SECTION 2

RECORDS INVENTORY WORKSHEET

Microsoft Excel - RECORDS INVENTORY.xls

File Edit View Insert Format Tools Data Window Help Acrobat

Arial 10 B I U

G24 =

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1					METRO RECORDS CENTER										
2															
3					RECORDS INVENTORY WORKSHEET										
4															
5	Department/Division														
6															
7	Records Series Title														
8															
9	Description and Purpose														
10															
11															
12															
13	Location of Records (specify room number, building, etc.)														
14															
15															
16	File Arrangement														
17															
18	Date Range														
19															
20	Annual Accumulation (cu.ft.)														
21															
22	Current Volume (cu.ft.)														
23															
24	Is there an audit of records?														
25															
26	List any Statutory Requirements or regulation that will effect the retention.														
27															
28															
29	File reference frequency?														
30															
31	Are there copies of this record? If yes, where?														
32															
33	Recommended Disposition														
34	The files are to be cut off at the end of each														

Sheet1 Sheet2 Sheet3

Ready

Start | Inbox - Micro... | additions to r... | RECORDS M... | RECORDS M... | Metropolitan ... | Microsoft E... | 3:21 PM

[GO TO SPREADSHEET](#)

SECTION 3

PACKING RECORDS

Standardized cardboard containers measuring 12" x 15" x 10", with double side walls and triple end walls, must be used for the storage of records at the Records Center. These containers will be provided by the Records Center.

Avoid the practice of placing records "temporarily" in nonstandard standard containers.

To determine how many boxes are required, multiply the number of file drawers by two for letter-size or by three for legal-size documents.

Assemble the box correctly. If you are not sure how it is put together, check with the Records Center. Be sure the flaps are tucked down inside against the sides and front of the box. Do not use torn or damaged boxes.

Pack the records in the same order they are filed in the office.

Place letter-size records across the 12-inch span of the container.

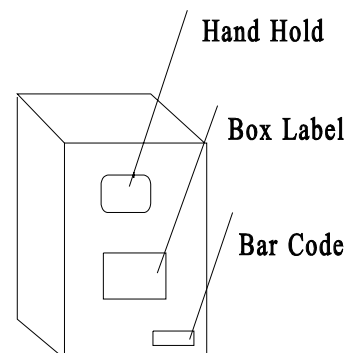
Place legal-size records across the 15-inch span of the container. Folders are to face to the right of the label.

Do not place file folders horizontally (flat) within the box. Place them vertically as you would in a file drawer.

Do not fill box to capacity; leave about 1" of unused space to allow for reference.

Do not put records with different retention periods in the same container.

A box label provided by the Records Center may be attached to the box on the front or 12-inch side underneath the handhold. A bar code label will be attached in the lower right hand corner. The bar code represents a unique number and is key to tracking the box at the Records Center. See drawing.



SECTION 4

REQUESTS BY FAX AND EMAIL

[Fax Request Form](#)

[Email Request Form](#)

SECTION 5

TRANSMITTAL AND RECEIPT

[Transmittal Form \(PDF format\)](#)

[Transmittal Spreadsheet](#)

SECTION 6
RECORDS DISPOSITION
FOR YOUR DEPARTMENT

SECTION 7
General Records Schedule

SECTION 8

RETENTION AND DESTRUCTION OF EMAIL

The Public Records Commission approved, “Managing Electronic Mail, Guidelines for Metropolitan Government of Nashville and Davidson County, Tennessee” on March 14, 2001. Here are some summary statements:

“Metro departments that use electronic mail have an obligation to make employees aware that e-mail messages, like paper records, must be retained or deleted according to established records management procedures.” Section 3

“Thus, e-mail messages are similar to other forms of communicated messages, such as correspondence, memoranda, and circular letters.” Section 4

How long does e-mail need to be kept?

A. Personal Correspondence or incidental personal e-mail.

“Any e-mail not received or created in the course of official business, may be destroyed immediately, since it is not an official record.”

B. Working Papers.

“Those records created to serve as input for final reporting documents, including electronic data processed records, and/or computer output microfilm, and those records which become obsolete immediately after agency use or publication.”
TCA 10-7-301 (14)

Some examples are convenience copies, notes, preliminary drafts, reminder notes, routing slips, unsolicited mail, professional journals, magazines, or books.

The retention of “Working Papers” is covered by General Records Schedule 115 and it may be destroyed when superseded, obsolete or no longer needed.

C. Official Records.

E-mails that are not personal or working papers may be considered correspondence and maintained as such. The retention of correspondence is covered by General Records Schedule 103 and 104 and it may be destroyed after 2 years provided it is not of significant legal, fiscal, or historical value.

Correspondence that has significant legal, fiscal, or historical value would need to be transferred to the Metro Archives for review. Examples would be correspondence that relates to departmental policies, programs, or reports. This type of correspondence would most often be found with directors and assistance directors.

The General Records Schedule sets retention for many records and can be found on the Records Management Web site at <http://www.nashville.gov/records>. If you would like a copy of "MANAGING ELECTRONIC MAIL-GUIDELINES FOR METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY, TENNESSEE" as approved by the Public Records Commission, send the request to mike.potts@nashville.gov or call the Metro Records Center at 862-5885.

This material was compiled by Mike Potts and is believed to be accurate as of May 23, 2002.

SECTION 9

FREQUENTLY ASKED QUESTIONS

1. What is the Metro Records Center?
The Metro Records Center is a division of the Metropolitan Clerk's Office. It was created with the goals of providing departments with a secure and orderly offsite storage facility for their inactive records; to provide basic retrieval of information; and to provide guidance in all matters related to Records Management.
2. Where is the Metro Records Center?
It is located at 1115 Elm Hill Pike, about ½ mile from the intersection of Fesslers Lane and Elm Hill Pike.
3. What are the business hours of the Metro Records Center?
It is open from 8:00 a.m. until 4:30 p.m.
4. What is the phone number, fax number, and how can I communicate by e-mail?
The phone number is 862-5885, the fax number is 862-5886 and e-mail may be sent to mike.potts@nashville.gov.
5. What are records?
Records are all documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, film, sound recordings, or other material, regardless of physical form or characteristics made or received pursuant to law or ordinance or in connection with the transaction of official business by any governmental agency. TCA 10-7-301 (6)
6. What is records management?
It is the application of management techniques to the creation, utilization, maintenance, retention, preservation, and disposal of records in order to reduce costs and improve efficiency of record keeping. It includes records retention schedule development, essential records protection, files management and information retrieval systems, microfilm information systems, correspondence and word processing management, records center, forms management, analysis, design, reports, and publications management. TCA 10-7-301 (9)
What are the benefits of a good records management program?
 - *Reduced Office space used for file storage.*
 - *Cost savings for filing equipment and supplies.*
 - *Fewer personnel required for filing and retrieval.*
 - *Improved service and efficiency.*
 - *Ability to find the right information at the right time.*
 - *Timely destruction of records that are no longer useful.*
 - *Protection of records of continuing value.*

7. What happens without a good records management program?
Records are created needlessly, distributed aimlessly, under utilized, filed lackadaisically, transferred carelessly, stored haphazardly, and maintained for an inappropriate time.
8. Does the department give up ownership of records when they are transferred to the Metro Records Center?
No. Both ownership and primary responsibility for the administration of the records remains with the transferring department.
9. Are there some tasks that the Metro Records Center cannot do?
The Metro Records Center is set up to assist departments with routine tasks associated with inactive records. Special projects that require large numbers of files to be pulled in a short period of time is an example of a task that is beyond the routine. Departments will be expected to cooperate in finding reasonable solutions to these situations, which may include providing staff and/or extending the project over a period of time.
10. Are there rules for transferring records to the Metro Records Center?
Yes. Records must have a retention approved by either the General Records Schedule (GRS) or a specific Records Disposition Authorization (RDA). They must be pack in acceptable containers, arranged in a logical manner suitable for future reference, and listed on a Records Transmittal Receipt Form.
11. What is the General Records Schedule (GRS) and where can I get a copy?
The General Records Schedule identifies records that are found in most departments and sets a retention period for them that has been approved by the Public Records Commission? A copy can be found at www.nashville.gov/records.
12. What is a Records Disposition Authorization (RDA) and how can I get one?
A Records Disposition Authorization sets a retention and destruction for records that are unique to a department. It is the result of a process that includes: gathering information about the record through the Records Inventory Worksheet, determining the time of retention based on information gathered, creating a draft RDA to be reviewed by the Records Officer or department representative, and obtaining the approval of the Metro Archives, Department/Division head, Metro Legal, and finally the members of the Public Records Commission. Contact the Metro Records Center to begin the process.
13. Are special boxes required for storing records?
Yes. Standard cardboard boxes measuring 12" x 15" x 10", with double side walls and triple end walls must be used. These containers will be provided to the departments by the Metro Records Center and are to be used for records

transferred to the Metro Records Center. Care should be taken to insure that the boxes and tops are assembled correctly.

14. Does it matter how files are placed into the boxes?

Yes. Files must be placed in the box in a logical order. Most often this is the same arrangement that is used while the files are active. Maintaining the arrangement will insure the success of future reference.

15. Can you give an example of how records might be arranged?

Yes. Let's say that you want to transfer Vendor files created in the calendar year 2000. The first box might have folders for AC Service through Ed's Rug Repair; the second box might have folders for Franklin Electric through Morris Furniture; and the third box might have Nicks Food Service through True Value Hardware. The inclusive dates for each of these boxes would be January 1, 2000 through December 31, 2000.

16. What are Records Transmittal and Receipt Forms?

This is the form that accounts for each box that is transferred to the Metro Records Center. It consists of two parts: the form and the spreadsheet. The form identifies the department and the total number of boxes that are to be transferred and should be signed by the Department/Division head and the Records Officer. Once the boxes are successfully transferred, a representative from the Metro Records Center will sign the form to acknowledge completion of the transfer and send a copy to the department.

The spreadsheet lists each box by bar code, RDA or GRS number, beginning and ending date, beginning and ending sequence date, destruction date, and description. The spreadsheet should be e-mailed to the Metro Records Center prior to transfer so that it can be reviewed. When the boxes are ready for transfer, the spreadsheet should be attached to the Records Transmittal and Receipt Form and sent to the Metro Records Center with the boxes.

17. What is a Records Officer?

This person is responsible for overseeing records management within a department.

18. What are the responsibilities of a Records Officer?

This person will maintain a comprehensive, up to date inventory of each record series created and used by the department, assist in the preparation of Records Disposition Authorizations (RDA), implement RDA's as approved by the Public Records Commission, and oversee the process of transferring records to the Metro Records Center.